

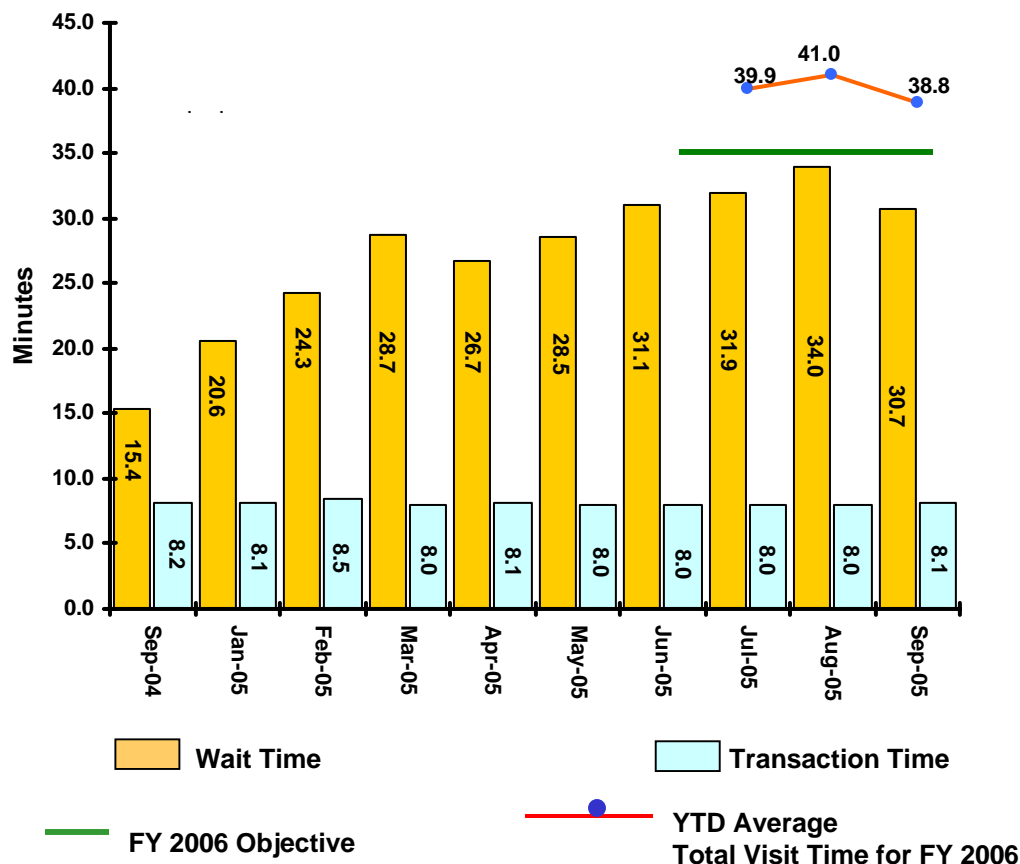


## ARIZONA DEPARTMENT OF TRANSPORTATION Motor Vehicle Division

**ADOT Goal 2:** *Increase the quality, timeliness and cost effectiveness of our products and services.*

**Objective 1:** *For FY 2006, achieve an average customer total visit time (door-to-door) in field offices of 35.5 minutes or less.*

### Customer Visit Time (Statewide)



September wait time decreased by 3.3 minutes, which is attributed to a decrease of 43,500 customers and 54,900 transactions. Significant statewide computer downtime may have dissuaded customers from waiting. Also, more staff have completed training resulting in reduced wait time.

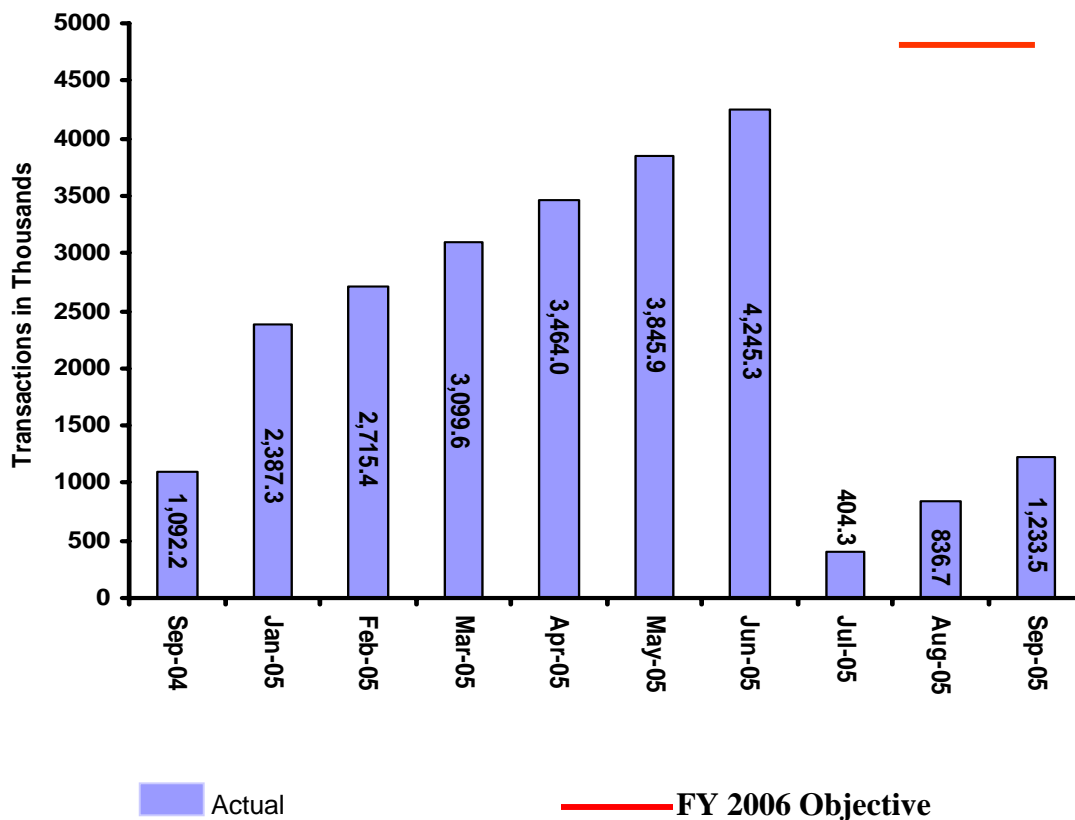


## ARIZONA DEPARTMENT OF TRANSPORTATION Motor Vehicle Division

**ADOT Goal 4:** *To optimize the use of all resources.*

**Objective 3:** *For FY 2006, increase the number of Internet and IVR\* transactions and activities to 4.7 million.*

### Cumulative Internet and IVR Transactions



\*IVR (Interactive Voice Response)

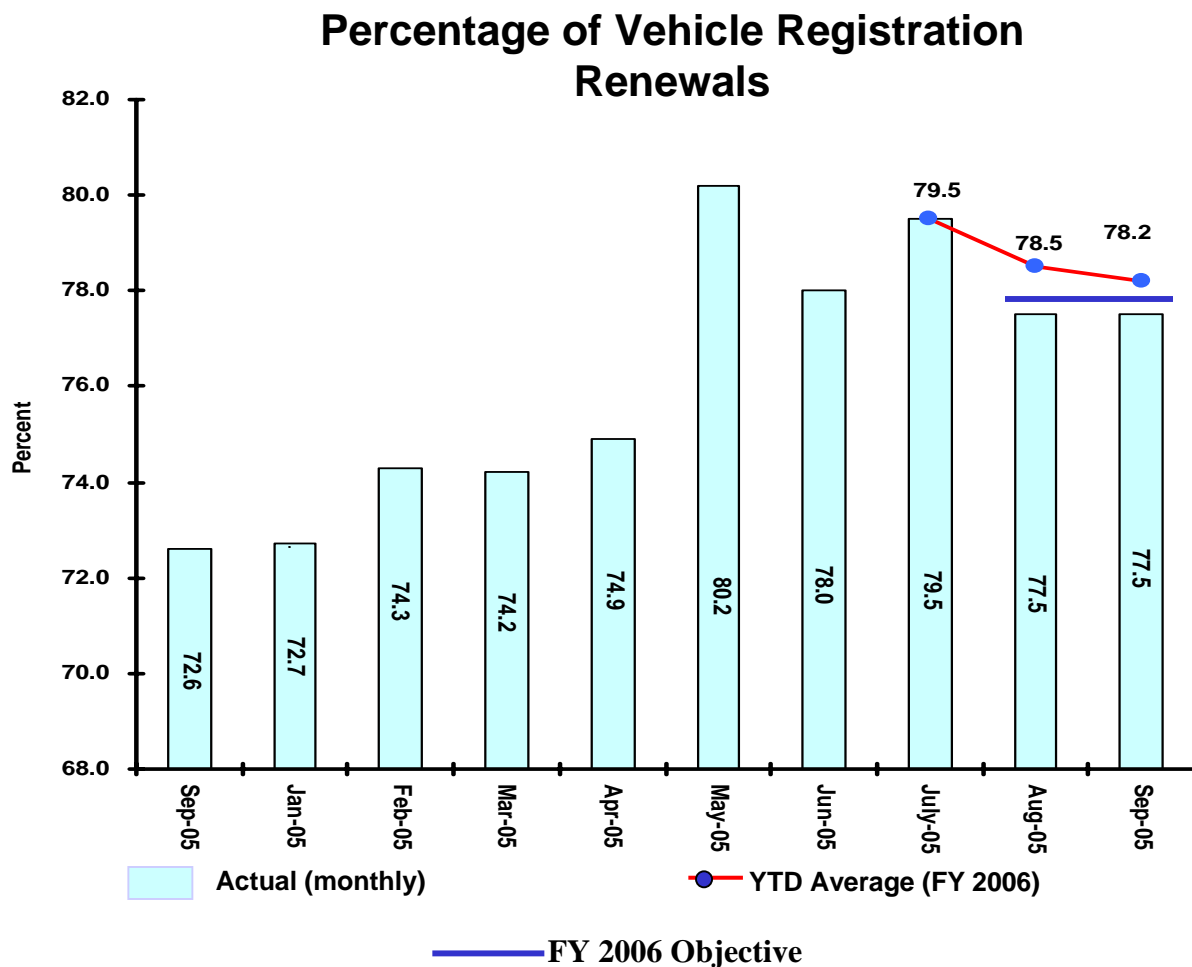
Although transactions decreased this month, the total is still on track for the 4.7 million target. Historically, September begins a winter decline in car purchases, which causes a decrease in TRP, Plate Credit, Fee Calculation, Nonresident and Resident permit purchases.



## ARIZONA DEPARTMENT OF TRANSPORTATION Motor Vehicle Division

**ADOT Goal 4:** *To optimize the use of all resources.*

**Objective 4:** *For FY 2006, ensure that 77.9% of all vehicle registration renewals are completed through alternate methods.*



As expected from previous years' cyclical counts, all forms of renewal transactions decreased this month except Third Party. However, in this FY 06 first quarter, the Alternative Renewal transaction average is already higher than all previous year-end averages. Over-the-Counter and Renew-by Mail averages are at their lowest levels; Internet-IVR and Third Party averages are at their highest.